

KINGSTHORPE MEDICAL CENTRE

Patient Participation DES

Patient Participation Report 2012/2013

CONTENTS:

1. Introduction.....	3
2. Establishing a PPG.....	4
3. Method and Process for agreeing Priorities	6
4. Details and Results of the Local Practice Survey 2012/13.....	7
5. Agreeing an Action Plan with the PPG	10
6. Publishing the PPG Report	10
7. Practice Declaration	11

Introduction

The purpose of the Patient Participation Direct Enhanced Service (DES) is to ensure that patients are involved in decisions about the range and quality of services provided and, over time commissioned by the Practice.

Its aims are to encourage and reward Practices for routinely asking for and acting on the views of their patients. This includes patients being involved in the decisions that lead to changes to the services their practice provides either directly or indirectly to other services.

The DES aims to promote the pro-active engagement of patients through the use of an effective Patient Reference Group (PRG) to seek the views from Practice patients through the use of a practice survey.

The outcomes of the engagement and the views of patients are then required to be published as a Report on the Practice Website

This report summarises the development and outcomes of Kingsthorpe Medical Centre Patient Reference Group (PRG) since its formation in 2011.

ESTABLISHING A PATIENT REFERENCE GROUP

As the practice did not have a PRG previously we had to create one. This was done by approaching some of our patients and explaining to them what would be involved and the purpose of the Group. An initial meeting was held on 26th March 2012. This was also advertised in the practice.

At the initial meeting there were six patients and the then current Practice Manager were in attendance. The majority of the attendees were representative of our older population as we found these patients were able to offer more of their free time and also had a greater flexibility to attend meetings etc... Kingsthorpe Medical Centre is located in Kingsthorpe, Northampton. The practice is participating in the Patient Participation Direct enhanced Services (DES). This is a 2 year DES which was issued in April 2011. The purpose of this DES is to ensure our patients are involved in decisions about the range and quality of services provided and commissioned by our surgery.

The Patient Participation Group

The PPG is still not representative of the practice population with regard to gender and ethnicity. The practice therefore continues to make efforts to recruit members to the PPG and targets, in particular, the age ranges where the PPG is not fully representative of the practice population, i.e. patients aged 15 – 44. To ensure we do have a mixture of ages we have face to face meetings, and also have patients we email with questions and feedback.

The age/sex demographics are detailed below:

Age	Population
0-16 years	1089
17 – 25 years	702
26 – 36 years	937
37 – 55 years	2285
56 – 65 years	563
66 years +	802

Our Current Committee is made up of the following age range:

There are currently 8 members

6 of these are between 55 – 74

1 is between 35 – 44.

1 is between 15 – 24

The meeting is chaired by Mr Philip Walker.

Steps Taken to recruit members:

The practice recruited members by displaying posters and handing out leaflets as well as advertising in the practice newsletter. We have also attended a local community group to try to recruit members. The practice has added information about our PRG on the pre-printed message displayed on repeat medication order slips, within its practice leaflet and within its new patient registration packs.

The Group is advertising for new members on the practice website, by poster and in the practice newsletter.

Method and Process for agreeing Priorities

Action Plan and Priorities for 2012/2013

The following were agreed as areas of priority:

- Displaying a notice of what the PRG is about
- To continue to monitor our new Touch Screen arrival System
- To look at ways of fundraising for the Practice
- To redo the notice boards and have an area about which Clinicians do what within the practice
- To spread the word of the PRG and have greater patient involvement.

DETAILS AND RESULTS OF THE LOCAL PRACTICE SURVEY 2012/2013

A survey was carried out during March based on the First Practice Management survey template. Therefore we used the format of a professional survey and ensured the questions were impartial. A total of 30 surveys were completed.

The results of the survey are as follows:

	No experience	Poor	Fair	Good	Very Good	Excellent
Access to a Doctor or Nurse						
Speed at which the telephone was answered initially	0	0	0	5	11	6
Speed at which the telephone was answered if call transferred	11	0	0	2	3	4
Length of time you had to wait for an appointment	0	0	3	4	6	9
Convenience of day and time of your appointment	0	0	0	2	3	4
Seeing the Doctor of your choice	0	2	1	5	4	9
Length of time waiting to check in with Reception	0	0	0	1	4	17
Length of time waiting to see the Doctor or Nurse	0	0	1	7	2	9
Opportunity of speaking to a Doctor or Nurse on the telephone when necessary	5	2	0	4	7	4
Opportunity of obtaining a home visit when necessary	13	1	0	2	2	4
Level of satisfaction with the afterhours service	12	2	1	1	1	3

KINGSTHORPE MEDICAL CENTRE – K83035

Obtaining a repeat Prescription						
Prescription ready on time	4	0	0	2	3	12
Prescription correctly issued	4	0	0	2	3	12
Handling of any queries	5	0	0	4	2	10
Obtaining Test Results						
Were you told when to contact us for your results?	4	0	0	2	4	12
Results available when you contacted us	5	0	1	3	2	11
Level of satisfaction with the amount of information provided	5	0	1	3	3	10
Level of satisfaction with the manner in which the result was given	5	0	1	3	3	10
About the staff						
The information provided by the Reception staff	5	0	1	3	3	9
The helpfulness of the Reception staff	2	0	0	6	3	11
The information provided by other staff	6	1	0	4	2	8
The helpfulness of other staff	0	0	2	2	6	11

COMMENTS:

Various comments were made by the patients completing these reports. They included some of the following statements:

“I have always found the staff helpful and the doctor’s patient”

“Many thanks for all the support you offer”

“In over twenty years of attending the surgery I have never been disappointed”

“always an excellent service”

KINGSTHORPE MEDICAL CENTRE – K83035

Of those 30 patients who completed the survey the following details were received:

Male – 6

Female – 14

Ages:

18 – 24 years – 1

25 – 34 years – 2

35 – 44 years – 2

45 – 54 years – 8

55 – 64 years – 3

65 – 74 years – 1

75 – 84 years - 2

Ethnicity:

British - 16

White Other - 1

Indian - 1

Other Black Background - 1

5 AGREEING AN ACTION PLAN WITH OUR PATIENT PARTICIPATION GROUP

A meeting was held with the PRG to agree on the following action plan.

Action 1	To Redo Notice boards in main reception and have an area describing what specific jobs the nursing staff can carry out.	Date action by: April 2013
Action 2	To advertise the PPG within the Practice and local community	Date of action: Ongoing
Action 3	To look at ways of fundraising to enable the PPG to make additional purchases for the practice	Date of Action: From 1 st March 2013

6. PUBLISHING THE LOCAL PATIENT PARTICIPATION REPORT 2012/13

The report which shows the results of the survey will be published in the following ways:

On the practice website <http://www.kingsthorpemedicalcentre.co.uk>

- NHS Choices website
- A display in the waiting room
- Hard copies of report in waiting room
- Copies given to members of the PPG

7. PRACTICE DECLARATION

The practice confirms that this report is a true and accurate reflection of the works undertaken as part of the Participation DES 2011/13

Signed and submitted to the PCT and published on the Practice and choices website on behalf of the Practice By:

PAULINE NORMAN (Practice Manager) Signed.....

Dated: 25TH MARCH 2013